



Program Manager

Job Description

First Tee Overview

For more than 25 years, First Tee has been using the platform of golf to provide innovative and experiential learning opportunities for young people. Character education and long-term life skills are at the heart of our programs, which are delivered by coaches who have been trained in positive youth development. The First Tee Life Skills Experience is the unique component that sets First Tee apart from many other successful junior golf programs and youth development programs. By engaging young people in a combination of life skills, leadership, and golf activities, they are also exposed to positive traits that will help them achieve success in life. In the process, participants become valuable assets to their community. First Tee offers character education programs at golf courses, elementary schools, and youth centers in 150 chapters in all 50 states and internationally. To learn more about First Tee please visit our website at the <https://thefirsttee.org>.

Chapter Overview

First Tee - Orange County was established in 2013. We are more than a sports program. We shape the lives of young people throughout communities in Orange County providing character building and life skills lessons while promoting healthy habits through the game of golf. To date, we have served over 30,000 youth in Orange County.

Mission Statement

To impact the lives of young people by providing educational programs that build character, instill life-enhancing values, and promote healthy choices through the game of golf.

Reporting Structure

The Program Manager reports to the Program Director.

Job Summary

The Program Manager is responsible for the overall leadership, development, and delivery of the Chapter's programs, with a strong emphasis on managing people and ensuring operational excellence. This position oversees the performance and professional development of all program staff, monitors key performance metrics, and ensures alignment with the Chapter's mission and strategic goals. The Program Manager will also actively foster a culture of collaboration, accountability, and continuous improvement.

Key Competencies

- **People Management:** Demonstrated expertise in leading and mentoring teams of 20+ employees, providing performance feedback, conducting reviews, and fostering professional growth.
- **Leadership:** Ability to inspire and engage staff and volunteers to deliver high-quality programs.
- **Communication:** Strong oral and written communication skills to interact effectively with diverse stakeholders, including staff, volunteers, parents, and community partners.
- **Collaboration:** Proven ability to build and sustain strong working relationships across all levels of the organization.
- **Project Management:** Skilled in planning, executing, and monitoring complex projects and programs within established deadlines.
- **Detail-Oriented:** Demonstrated ability to track, analyze, and report on program activities and outcomes accurately.
- **Strategic Thinking:** Capable of aligning programs and personnel with the Chapter's strategic goals.

Primary Responsibilities

Leadership and People Management

- Oversee the recruitment, onboarding, and management of program staff, ensuring alignment with organizational values and goals.
- Conduct regular performance evaluations, provide coaching and feedback, and implement professional development plans.
- Monitor staff productivity and morale, addressing challenges proactively to maintain a positive and motivated team.
- Develop and enforce standard operating procedures to ensure consistency and efficiency across all program activities.

- Attend classes & camps while supervising and supporting staff coaches on program policies & procedures.
- First Tee trained coach; continue training to become a Level-IV Certified Coach (Certified Chapter Trainer)

Program Development and Execution

- Lead the design, implementation, and evaluation of programs that align with the Chapter's mission and meet community needs.
- Ensure all programs comply with organizational standards and regulatory requirements.
- Collect, analyze, and report program data to assess performance and drive continuous improvement.

Volunteer and Community Engagement

- Develop written roles and responsibilities for volunteer positions.
- Recruit and train volunteers to assist with classes and events.
- Create an active volunteer committee focused on projects and activities to support the chapter.
- Schedule all volunteers to support programming needs; manage any schedule changes.
- Foster relationships with schools, community organizations, and other stakeholders to expand program reach and impact.

Administration and Communication

- Monitoring Program Department budget of 1.3 million.
- Oversee all program-related communications and answer all questions from phone, text, website, and emails, ensuring timely and accurate responses.
- Plan and oversee programming events for participants, volunteers, and families (i.e., Holiday event, parent/junior tournaments, programming clinics)
- Maintain comprehensive program documentation and submit required reports to First Tee headquarters.
- Network with other Chapter colleagues and exchange best practice ideas.
- Manage program budgets and resources effectively, including oversight of equipment and facilities.
- Ensure the security and proper maintenance of all program assets.
- Attend chapter events and meetings as well as First Tee Headquarters training and meetings.
- Additional responsibilities as needed.

Qualifications

- Bachelor's degree preferred in sports administration, education, business management, or a related field.
- At least 5+ years of experience in a leadership role, preferably within a non-profit or youth development organization.
- Proven track record in managing teams of 20+ employees, including hiring, performance management, and staff development.
- Comprehensive knowledge of program management principles and best practices.
- Lives in on the communities in Orange County highly preferred.
- Must successfully complete a SafeSport training and background check.

Skills

- Exceptional leadership and management skills with the ability to inspire and develop others.
- An excellent command of the English language, both verbally and written is required.
- Proficiency in Microsoft Office; Salesforce experience preferred.
- Strong analytical and problem-solving skills.
- Ability to travel locally and occasionally for training and conferences.

Position Location

This position is based a FTOC's main administrative office in Laguna Hills, CA with additional travel to the chapters sites throughout the county as needed.

Employment Status

Full time, Exempt position

Compensation

Base Salary Range: \$75,000 - \$85,000

- Benefits include vacation, holiday pay, sick leave, mileage reimbursement, device stipend and medical stipend.